Belkin® Advanced 4-port Secure DVI-I KVM Switch with DCU User Manual

User Manual

F1DN104G--Advanced Secure 4-Port Single-Head DVI-I KVM with DCU
F1DN104H--Advanced Secure 4 -Port Dual-Head DVI-I KVM with DCU

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INTRODUCTION

Thank you for purchasing this Belkin Advanced Secure DVI-I KVM Switch. This Switch is designed for use in secure environment installations. The Switch offers safe centralized control, which prevents unintended data transfer between computers running at different security levels. The Switch provides the highest security safeguards and features that meet today's Information Assurance (IA) computing requirements.

This User Manual provides all the details you'll need to install and operate your new Switch, in addition to expert troubleshooting advice—in the unlikely event of a problem.

Package Contents

- Belkin Advanced Secure DVI-I KVM Switch
- 12V 1.5A DC Power Supply
- Interchangeable Port Color Chips
- Port-Naming Labels
- User Manual

Important Security Note:
If you are aware of potential security vulnerability while installing or operating this product, we encourage you to contact us immediately at the following email address: gov_security@belkin.com

Important: This product is equipped with always-on active anti-tamper system. Any attempt to open the enclosure may activate the anti-tamper system and render the unit permanently inoperable. If the unit's enclosure appears disrupted or if all the port LEDs flash continuously, please call Belkin Technical Support at (800) 282-2355 .

Please note: Belkin Secure KVMs cannot be upgraded, serviced or fixed.

Safety Precautions

Please read the following safety precautions carefully before using the product:

- Before cleaning, disconnect the product from the coupled power supply.
- Be sure not to expose the product to excessive humidity.
- Do not store or use for extensive period of time in extreme thermal conditions—it may shorten product lifetime.
- Be sure to install the product on a clean secure surface.
- Do not place the DCU cable in a path of foot traffic.
- If the product is not used for a long period of time, remove the KVM's wall-mount power supply from the mains jack.
- If one of the following situations occurs, get the product checked by a qualified service technician:
  - o Liquid penetrates the product's case.
  - o The product is exposed to excessive moisture or water.
  - o The product is not working well even after carefully following the instructions in this user's manual.
  - o The product has been dropped or is physically damaged.
  - o The product has obvious signs of breakage or loose internal parts.
  - o Power supply overheated, broken, damaged or has a damaged cable.
- The product should be stored and used only in temperature and humidity controlled environments as defined in the product's environmental specifications.
- Product contains internal battery. Battery is non-replaceable. Never attempt to replace battery as any attempt to open product enclosure would permanently damage the product.

Security Features

The Belkin Secure KVM Switch is the most advanced and secure commercially available KVM Switch available today. Below is a summary of some of the key security features incorporated into the switch.

Dedicated Processors

The switch features a dedicated processor per computer port. This keeps each computer running on different security levels physically separated and secure at all times, and prevents any unintended data leakage between computers.

No Memory Buffer

The Switch does not have a memory buffer and does not have the ability to store data. This prevents any keystrokes or other data input from being unintentionally transferred as you switch between computers, ensuring the integrity of your data.

Non-Reprogrammable Firmware

The Switch features custom firmware that is not reprogrammable, preventing the ability to tamper with the KVM logic.

Unidirectional Data Paths

Optical diodes used in USB data paths provide high isolation and prevent data leakage.

Heavy-duty Aluminum Enclosure

The Belkin Secure KVM uses one-piece aluminum enclosure to protect the product from physical tampering and to minimize radiated electromagnetic emissions that can be snooped or intercepted.

Active Always-On Anti-Tampering

Active always-on chassis anti-tampering system prevents the Belkin Secure KVM electronic circuitry from being accessed and tampered with by permanently disabling the product once tampering is detected.

Tamper-Evident Label

A holographic security tamper-evident label is placed on the enclosure to provide a visual indication if the Switch has been opened or compromised.

Tamper-Proof Hardware

All integrated circuits are soldered directly to the printed circuit board to prevent tampering with the components.

Protected Display Information

Protected DDC/EDID emulation prevents software weaknesses that can cause data leakage while maintaining compatibility with the console display.

USB Device Detection

Storage and other unsafe USB devices are rejected when connected to the Switch. Only mouse, keyboard, and CAC reader data are passed through.

Secure Packaging

“Tear away” packaging ensures secure delivery of the Switch as it is routed to the end user. The recyclable packaging also breaks down flat, simplifying the cleanup process.

EAL 4+ Evaluation (Canada)

The Belkin Secure KVM switch was evaluated in Canada to EAL 4+ level and is listed on the Common Criteria Portal

Other Features

The Belkin Secure KVM was designed with the user in mind for today's IT environment. Below is a summary of some features incorporated into the switch.

USB Support

The Switch is compatible with USB technology and supports plug-and-play connectivity with USB computers, keyboards, mice, and CAC readers.

DVI-I Support

The Switch supports both digital and analog video signals. Analog signals are passed through, to support legacy VGA hardware, and digital allows for technologies available today, as well as into the future.

Dual-Link DVI Support

The Switch supports video resolutions of up to 2560x1600. This includes support for digital displays 24 inches and larger.

Audio Switching

Allows you to share speakers between computers.

Desktop Controller Unit (DCU) Support

Allows you to connect an optional DCU (sold separately) device to control your KVM Switch from 50 feet away, which reduces desktop clutter and increases work space. Please refer to the DCU user manual for product functionality or contact Belkin for more details regarding DCU product information and availability.

Belkin DCU Part Numbers: F1DN001R, F1DN002R,F1DN003R

Port Coloring

The included color chips can be inserted into each port-selector button. Colors can be associated with an established network to facilitate port identification and reduce user switching error.

Port Naming

The included network-name labels can be placed in the area underneath the port-selector button to facilitate port identification and reduce user switching error.

LED Indicators

Each port button number illuminates to indicate that the console currently controls the corresponding computer. As a port selector is pushed, the LED number will light up.

Rack-Mount Brackets

This product includes rack-mount brackets for rack-mounting installations.

USB Connectors

High-retention USB connectors keep the USB connections secure and tight, preventing accidental disconnections.

Increased Reliability

Using new, advanced anti-tampering battery with extremely low self-discharge rate the life expectancy of the switch has been increased dramatically to over 15 years.

Bloomberg Keyboard Support

The Belkin Secure KVM supports the Bloomberg Keyboard through the Console PS/2 Keyboard jack.

Equipment Requirements

Cables

Belkin highly recommends you use Belkin DVI/USB KVM Cable Kits for your Switch to help ensure superior performance. These cables offer the highest quality possible to ensure optimal data and video transmission. One Cable Kit is required per connected computer.

Belkin DVI-D/USB KVM Cable Kits with audio:

F1D9012b06 – 6 ft. (1.8m)

F1D9012b10 – 10 ft. (3m)

F1D9012b15 – 15 ft. (4.6m)

Belkin DVI-A to HD15/USB KVM Cable Kits with audio (support analog video only):

F1D9015b06 – 6 ft. (1.8m)

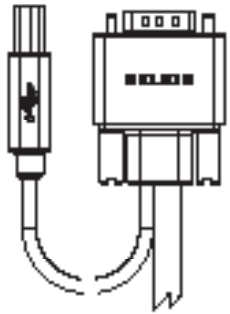
F1D9015b10 – 10 ft. (3m)

Belkin CAC USB A/B Cables

F1D9013b06 – 6 ft. (1.8m)

F1D9013b10 – 10 ft. (3m)

F1D9013b15 – 15 ft. (4.6m)



Belkin Smart Cables

F1D9008b06 (DVI to VGA Smart Cable, 6')

F1D9009b06 (VGA to DVI Smart Cable, 6')

F1D9011b06 (USB to DVI-I Smart Cable, 6')

F1D9017b06 (DP to DVI Smart Cable, 6')

Belkin DP to DVI Cables

F2CD002b06-E (DP to DVI)

Note: Due to USB and DVI signal limitations, the cable length cannot exceed 15 feet (4.6m).

System Requirements

Operating-System (OS) Platforms

The Switch is compatible with computers running on, but not limited to, the following OS platforms:

- Windows® 2000
- Windows XP (Home/Professional)
- Windows 2003 Server
- Windows 7
- Windows 8
- Windows Vista®
- Red Hat® Linux®
- Other Linux distributions
- Mac OS® X v10.3 and higher

Keyboards

- USB-compatible (keyboards with built-in USB hubs are not supported)

Mice

- USB-compatible

Monitors

- Digital displays with DVI-D support, single-link and dual-link
- Analog displays with VGA support (adapters are required and sold separately)

Common Access Card Readers

- USB-compatible CAC or Smart Card Readers

Desktop Controller Unit

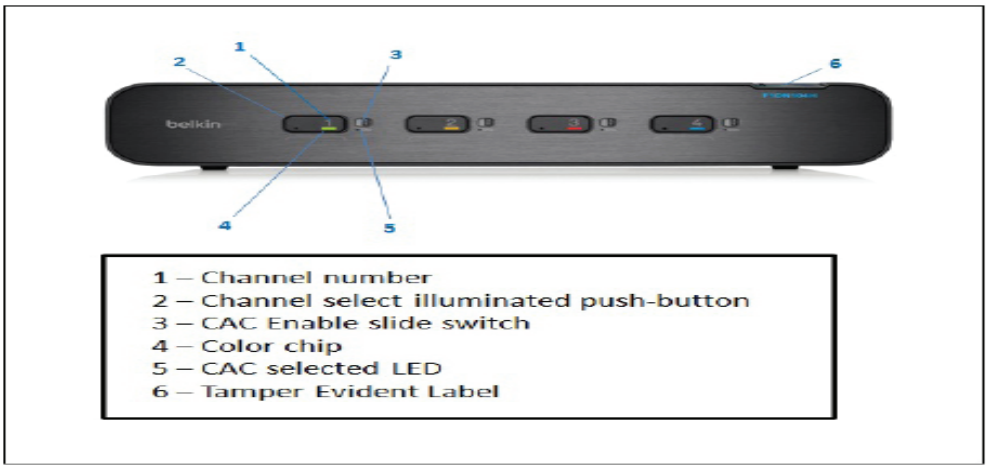
The Belkin Secure KVM is compatible with the following types of Remote Desktop Controller device:

- DCU device connected to the switch DCU port.
- DCU must be connected through Belkin RJ14 custom cable standard:

Belkin Part Numbers:F1D9026-06 (CABLE, RJ14, 6P6C, 26AWG, UNSHIELDED, DCU CABLE, 6'), F1D9026-50 (CABLE, RJ14, 6P6C, 26AWG, UNSHIELDED, DCU CABLE, 50') and higher LAN cable.

Do not connect either cable end to a LAN switch, PoE power injector or other LAN ports. This may result in immediate permanent damage to the switch or to the DCU.

Unit Display Diagram, Front View

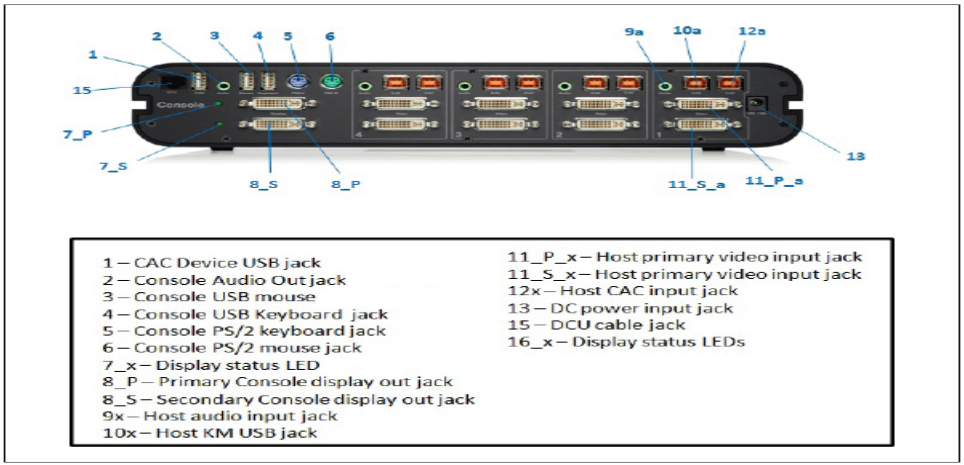


F1DN104H model shown

IMPORTANT NOTICE:

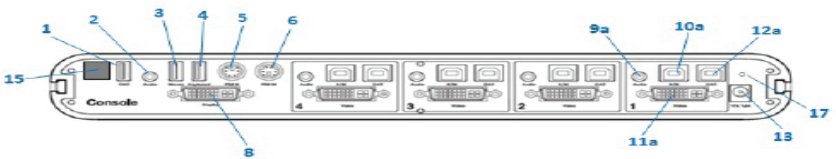
If for any reason the tamper-evident lable is missing, appears disrupted, or looks different than the example shown here, please call Belkin Technical Support at **(800) 282-2355.**

Back View



F1DN104H model shown

Back View



1 – CAC Device USB jack
2 – Console Audio Out jack
3 – Console USB mouse
4 – Console USB Keyboard jack
5 – Console PS/2 keyboard jack
6 – Console PS/2 mouse jack
8 – Console display out jack
9x – Host audio input jack
10x – Host KM USB jack
11x – Host primary video input jack
12x – Host CAC input jack
13 – DC power input jack
15 – DCU cable jack
17 – Restore Factory Defaults push-button

F1DN104G model shown

Specifications

Part No.:	F1DN104G, F1DN104H
Enclosure:	Aluminum enclosure with aluminum faceplate
Power Requirements:	100–240VAC, 1A Max, 50/60Hz
AC Input Voltage:	100 to 240VAC
No. of Users Supported:	1
No. of Computers Supported:	4 (F1DN104G, F1DN104H)
Monitors Supported:	Single-Link and Dual-Link digital DVI-D displays; analog VGA monitors with adapter
Resolution Support:	Up to 2560x1600
Console Keyboard Input:	USB Type A
Console Mouse Input:	USB Type A
Console CAC Input:	USB Type A
Console Monitor Port:	DVI-I Dual-Link female
Console Headset / Speaker output jack	3.5mm female
Computer Keyboard/Mouse Ports:	USB Type B
CPU CAC Ports:	USB Type B
CPU Keyboard/Mouse Ports:	USB Type B
CPU Audio:	3.5mm female
DCU Port	RJ14
CPU Monitor Ports:	DVI Dual-Link female
Port Selector Push Buttons:	4
Channel Selected LED Indicators:	4
User Channel Selection Methods	Front panel push-buttons, DCU and Keyboard Shortcuts
Operating Temp:	32° to 104° F (0° to 40° C)
Storage Temp:	-4° to 140° F (-20° to 60° C)
Humidity:	0-80% RH, non-condensing
Warranty:	3 years

Dimensions:

(F1DN104G) 12.5 (W) x 1.7 (H) x 6.4 (L) inches

(F1DN104H) 12.5 (W) x 2.5 (H) x 6.4 (L) inches

Weight:

(F1DN104G) 3.9 lbs.

(F1DN104H) 4.85 lbs.

Made in the USA

Pre-Configuration

Where to place the Switch:

The enclosure of the Switch is designed for desktop or rack-mount configuration. Rack-mount brackets are included with the Switch.

Consider the following when deciding where to place the Switch:

- Your proximity to the port selectors on the front of the Switch
- The lengths of the cables attached to your keyboard, monitor, and mouse
- The location of your computers in relation to your console
- The lengths of the cables you use to connect your computers to the Switch

Warning: Avoid placing cables near fluorescent lights, air-conditioning equipment, or machines that create electrical noise (e.g., vacuum cleaners).

Connection and Installation

Step 1 Connecting the Console to the Switch

Warning: Before attempting to connect anything to the switch or your computers, please ensure that all computer equipment and devices are powered off.

Connect your monitor, keyboard, mouse, and speaker to the rear of the Switch in the “User Console” section.

Step 2 Power Up

2.1 Power on the monitor.

2.2 Power up the Belkin Secure KVM switch by connecting the power. The display diagnostic LED should be solid green a few seconds after power up. This indicates the display EDID information has been captured and secured.

Step 3 Connecting Computers to the Switch

3.1 Make sure all computers are powered off.

3.2 Using the Belkin DVI/USB KVM Cable Kit (sold separately), connect the computers to a port on the rear of the Belkin Secure KVM.

Note: The Cable Kit must be connected directly to a free USB port on your computer with no USB hubs or other devices in between.

Step 4 Powering Up the Computers

Power up all the attached computers, and check for display and peripheral functionality. All computers can be powered on simultaneously.

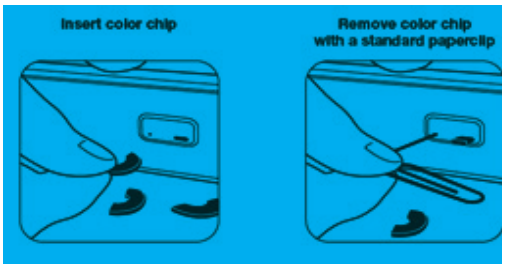
Note: Your computers should recognize the Switch and automatically install the HID USB driver if necessary.

When you power on your computers, the Switch emulates both a mouse and keyboard on each port and allows your computers to boot normally. The computer connected to port “1” will be displayed on the monitor. Check to see that the keyboard, monitor, and mouse are working normally. Proceed to do this with all occupied ports to verify that all computers are connected and responding correctly. If you encounter an error, check your cable connections for that computer and reboot. If the problem persists, please refer to the Troubleshooting section in this User Manual.

Color Code Chip Installation

The Belkin Secure KVM port-selector buttons can be color-coded for easier identification. Refer to the installation instructions below.

Note: You may have to remove the existing black color chip first.



Port Name Label

The included network-name and blank labels can be placed in the area underneath the port-selector buttons for port identification.

Operation
Selecting a Computer Using Port Selectors

Now that you have connected your console and computers to the Switch, it is ready for use. You can select which computer you wish to control by pressing the corresponding port selector on the front of the Switch. The LED number will illuminate to indicate which computer (or port) is currently selected. It may take approximately 1 second for the video signal to sync after switching ports. This is normal behavior and is dependent on the display connected. This is normal operation and ensures that proper synchronization is established between the monitor and the connected computers.

Keyboard and mouse inputs can only be sent to the selected computer, and video outputs can only be received from the selected computer. The Switch also prevents any data transfer between connected computers, ensuring the security of your computers.

Please note that the default port at power-up is port 1. In case of a power failure or if the power is cycled, the Switch will default to port 1.

CAC connection to the computer requires a separate USB cable connection and allows the user to specify whether there is a CAC required for that computer or not. This allows the CAC to be connected and controlled separately to the keyboard, mouse, video and audio.

Step 1 Installation

1.1 Using a USB cable, connect one end of the cable to the computer that requires CAC, and the other end to the CAC port on the KVM Switch that corresponds to the computer.

1.2 Enable CAC for the same port connection in Step 1.1 by switching the CAC switch to the right.

1.3 Repeat steps above for additional computers that require CAC.
Note: Make sure that the CAC switch is disabled (left) for all other non-connected CAC systems.

1.4 Once configured, the CAC connection will be switched only when required by the connected computer. When switching from a CAC enabled port to a non-CAC enabled port, the CAC connection will remain with the last previously selected port where the CAC was set to enable.

General

My computer does not boot when connected to the Switch but works fine when I connect my keyboard, video, and mouse directly to my computer.

- Make sure that the DVI/USB KVM Cable Kit is connected tightly between the Switch and the computer.

The Switch does not turn on.

- Ensure that the AC power cord is securely connected to both the AC inlet and to the wall outlet.
- Check that the power switch is in the ON position.

The Switch makes rapid clicking noises and the port LEDs flash continuously when turned on.

- Remove and re-insert the power plug.
- If the clicking noises continue, the unit may have been tampered with or experienced severe impact.

NOTE: This Switch is equipped with active anti-tamper triggers. Any attempt to open the enclosure will activate the anti-tamper triggers and render the unit inoperable. If the unit's enclosure appears disrupted or if all the port LEDs flash continuously, please call Belkin Technical Support at (800) 282-2355.

Video

I am getting ghosting, shadowing, or fuzzy images on my monitor.

- Check that all video cables are inserted properly to the Switch, computer, and monitor.
- With everything connected, power-cycle the Belkin Secure KVM to reset the video.
- Make sure the Video Diagnostic LED is solid green.
- Check that the monitor you are using supports the resolution and refresh-rate setting on your computer.
- Lower the video resolution of your monitor.
- Check that the video-cable length does not exceed 15 feet (4.6m).
- Check that the graphics card you are using supports the resolution and refresh-rate setting on your computer.
- Connect the monitor directly into the computer you are having trouble with to see if the problem still appears.
- Do not use video splitters.

I am getting a blank screen on my monitor.

- Ensure that the power switch is in the ON position.
- Check that all video cables are inserted properly.
- Ensure that the power cord is inserted securely to the AC inlet.
- Connect your monitor directly to the computer to verify that your monitor is functioning properly.
- Reboot the computer.
- Try a different video cable.
- Try a different monitor.

I have difficulty inserting a DVI cable into the Switch.

- Check that the connectors are not bent or damaged.
- Check if the contacts on the Switch DVI connectors are not bent or damaged.

The port selector buttons are not functioning.

If a DCU is being used the channel switching is controlled using the DCU and the port selector buttons on the Belkin Secure KVM will not work.

Keyboard

The computer does not detect my keyboard, or my keyboard does not work when I switch computers or reboot.

- Check that the keyboard you are using is connected properly to the Switch.
- Check that the USB cable between the Switch and the computer is completely connected.
- Try connecting to a different USB port on the computer.
- Make sure the keyboard works when directly plugged into the computer (the HID USB driver is installed on the computer). Rebooting may be necessary when trying this.
- Make sure you are not using a keyboard with an integrated USB hub or other USB-integrated devices.
- If the computer is coming out of standby mode, allow up to one minute to regain mouse function.
- Try a different keyboard.
- Do not use a USB extension cable.

The CAPS, NUM, and Scroll Lock lights on my keyboard do not function when I connect to the KVM Switch.

This is normal operation. The lock-state information is fully functional. Due to the security of the Belkin Secure KVM and known exploitation of lock-state information for leakages, the LED status is not supported. Please refer to the operating system for verification of the lock-state information for CAPS, NUM, and Scroll Lock.

Mouse

The computer does not detect my mouse, or my mouse does not work when I switch computers or reboot.

- Check that the mouse you are using is connected properly to the Switch.
- Check that the USB cable between the Switch and the computer is completely connected.
- Try connecting to a different USB port on the computer.
- Make sure the mouse works when directly plugged into the computer (the HID USB driver is installed on the computer). Rebooting may be necessary when trying this.
- If the computer is coming out of standby mode, allow up to one minute to regain mouse function.
- Try a different mouse.
- Do not use a USB extension cable.

General Keyboard and Mouse Notes:

- When plugging in a keyboard and the mouse on the Switch console ports, you may use:
  1. Both USB keyboard and USB mouse,

  or

  2. Both PS/2 keyboard and PS/2.
- Do not combine USB and PS/2 keyboards and mice.

CAC Related Faults

The CAC reader is not functioning.

- Check to see if the LED is illuminated for the CAC reader.
- Confirm that the CAC reader switch on the Belkin Secure KVM is properly set to the ON position.
- Try using the CAC reader on a different Belkin Secure KVM channel.
- Try a different CAC reader.

Important Security Note:

If you are aware of potential security vulnerability while installing or operating this product, we encourage you to contact us immediately at the following email address: gov_security@belkin.com

The gov_security@belkin.com email address is not intended to reach technical support on Belkin products or services. Any support inquiries should be directed to support@belkin.com.

FCC Statement

DECLARATION OF CONFORMITY WITH FCC RULES FOR ELECTROMAGNETIC COMPATIBILITY

We, Belkin International, Inc., of 12045 E. Waterfront Drive, Playa Vista, CA 90094, declare under our sole responsibility that the products: F1DN104G, F1DN104H to which this declaration relates:

Comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CE Declaration of Conformity

We, Belkin International, Inc., declare under our sole responsibility that the products F1DN104G, F1DN104H, to which this declaration relates, are in conformity with Emissions Standard EN55022 and with Immunity Standard EN55024, LVP EN61000-3-2, and EN61000-3-3.

ICES

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme á la norme NMB-003 du Canada.

Belkin International, Inc., Limited 3-Year Product Warranty

What this warranty covers.

Belkin International, Inc. (“Belkin”) warrants to the original purchaser of this Belkin product that the product shall be free of defects in design, assembly, material, or workmanship.

What the period of coverage is.

Belkin warrants the Belkin product for three years.

What will we do to correct problems?

Product Warranty.

Belkin will repair or replace, at its option, any defective product free of charge (except for shipping charges for the product). Belkin reserves the right to discontinue any of its products without notice, and disclaims any limited warranty to repair or replace any such discontinued products. In the event that Belkin is unable to repair or replace the product (for example, because it has been discontinued), Belkin will offer either a refund or a credit toward the purchase of another product from Belkin.com in an amount equal to the purchase price of the product as evidenced on the original purchase receipt as discounted by its natural use.

What is not covered by this warranty?

All above warranties are null and void if the Belkin product is not provided to Belkin for inspection upon Belkin's request at the sole expense of the purchaser, or if Belkin determines that the Belkin product has been improperly installed, altered in any way, or tampered with. The Belkin Product Warranty does not protect against acts of God such as flood, lightning, earthquake, war, vandalism, theft, normal-use wear and tear, erosion, depletion, obsolescence, abuse, damage due to low voltage disturbances (i.e. brownouts or sags), non-authorized program, or system equipment modification or alteration.

How to get service.

To get service for your Belkin product you must take the following steps:

1. Contact Belkin International, Inc., at 12045 E. Waterfront Drive, Playa Vista, CA 90094, Attn: Customer Service, or call (800)-223-5546, within 15 days of the Occurrence. Be prepared to provide the following information:
   a. The part number of the Belkin product.
   b. Where you purchased the product.
   c. When you purchased the product.
   d. Copy of original receipt.
2. Your Belkin Customer Service Representative will then instruct you on how to forward your receipt and Belkin product and how to proceed with your claim.

Belkin reserves the right to review the damaged Belkin product. All costs of shipping the Belkin product to Belkin for inspection shall be borne solely by the purchaser. If Belkin determines, in its sole discretion, that it is impractical to ship the damaged equipment to Belkin, Belkin may designate, in its sole discretion, an equipment repair facility to inspect and estimate the cost to repair such equipment. The cost, if any, of shipping the equipment to and from such repair facility and of such estimate shall be borne solely by the purchaser. Damaged equipment must remain available for inspection until the claim is finalized. Whenever claims are settled, Belkin reserves the right to be subrogated under any existing insurance policies the purchaser may have.

How state law relates to the warranty.

THIS WARRANTY CONTAINS THE SOLE WARRANTY OF BELKIN. THERE ARE NO OTHER WARRANTIES, EXPRESSED OR, EXCEPT AS REQUIRED BY LAW, IMPLIED, INCLUDING THE IMPLIED WARRANTY OR CONDITION OF QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SUCH IMPLIED WARRANTIES, IF ANY, ARE LIMITED IN DURATION TO THE TERM OF THIS WARRANTY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

IN NO EVENT SHALL BELKIN BE LIABLE FOR INCIDENTAL, SPECIAL, DIRECT, INDIRECT, CONSEQUENTIAL OR MULTIPLE DAMAGES SUCH AS, BUT NOT LIMITED TO, LOST BUSINESS OR PROFITS ARISING OUT OF THE SALE OR USE OF ANY BELKIN PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty gives you specific legal rights, and you may also have other rights, which may vary from state to state. Some states do not allow the exclusion or limitation of incidental, consequential, or other damages, so the above limitations may not apply to you.

Reporting Belkin Product Security Vulnerability

If you are aware of potential security vulnerability with any Belkin Government product, we encourage you to contact us immediately at the following email address: gov_security@belkin.com or our technical support line at: 1-800-419-5546

After your communication is received, Belkin Government personnel will contact you to follow up. To ensure confidentiality, Belkin encourages you to use our PGP encryption key.

The gov_security@belkin.com email address is not intended to reach technical support on Belkin Government products or services. Any support inquiries should be directed to support@belkin.com.

belkin.com

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